

Pension Illustration Service

Your Frequently Asked Questions

I can't remember my User ID – what should I do?

Your User ID is your registered email address in full. This is the email address which you used to register for the Alliance Trust Adviser Centre

I can't remember my Password – what should I do?

To allow us to help you, consider the following questions:

1. Is this the first time you are logging in to the Pension Illustration Service?

'Yes', then your Password will be your surname followed by your first name. For example, if your name is Fred Smith, your Password will be "smithfred".

'No', see the next question.

2. Did you change your Password during your previous visits to this service?

'Yes', then you will need to ring us on 020 7496 1440 so that we can reset it for you.

'No', then your Password will be your surname followed by your first name. For example, if your name is Fred Smith, your Password will be "smithfred".

I am unable to log in

If you registered for the Adviser Centre less than one working day ago, then we may not yet have activated your account and will do so shortly. Please try again once you've received an email from us confirming your successful registration.

If you registered for the Adviser Centre more than one working day ago, have you checked that your internet access is working? The problem may be within your own network, in that your office may be experiencing problems getting access to the internet.

If all looks okay but you still cannot log in then please ring us on 020 7496 1440 for help.

How do I access and amend an existing Illustration for a client?

Please see our online user guide which you can easily access by clicking [here](#).

My client is transferring his existing SIPP to Alliance Trust, so how do I take into account in the illustration the fact that the initial charge will be reduced?

Please generate the illustration for your client with your normal charges. When you've completed this (once you've reached the results screen), please ring us on 020 7496 1440 or email us on advisersupport@alliancetrust.co.uk to ask us to amend the charges on your illustration so that you can make it available to your client.

Once I've asked the system to produce a Pension Illustration an error message comes up – what now?

Go back to check that the data you have submitted is correct. Make sure that all the necessary fields have been completed.

I have asked for information within the system but all I get are messages saying my pop-ups have been blocked – what does this mean?

You have probably set up your internet browser to block any pop-ups.

To be able to proceed with your Pension Illustration, click on the message which should have appeared at the top of your screen (just below your toolbar) then alter your preferences to allow pop-ups to appear from this secure site.

I've clicked 'next' on the bottom of the screen but nothing seems to be happening – what should I do?

Press the F5 key on your keyboard (to refresh your screen) and then click 'next' again.

I am trying to access the service but I am getting an error message saying "Server Error in '/' Application. The resource cannot be found" – what should I do?

Please note that you should be using Internet Explorer to access the service. You may be trying to access this service using Mozilla Firefox and if so you should bear in mind that this is not possible.

If you are not trying to access the service using Mozilla Firefox, please ring us on 020 7496 1440 or email us on advisersupport@alliancetrust.co.uk so that we can try to help you.

I can't view the Pension Illustration despite being sure that all the information I set up is correct and managing to reach the results screen – what should I do?

Adobe Acrobat is needed in order to view the Illustration. Therefore, you either may not have Adobe Acrobat installed on your computer or you may not have the latest version of Adobe Acrobat. Click on [this link](#) to install or upgrade as applicable.